



JUL 03 2000

~~Sub~~stitute Form PTO 1449

INFORMATION DISCLOSURE STATEMENT

INFORMATION DISCLOSURE STATEMENT	Application No.	09/543,049
	Filing Date	April 5, 2000
	Inventor	Brenda Pomerance
	Group Art Unit	2768
	Examiner	TBA
Sheet 1 of 1	Atty. Docket No.	BRENDA 5

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	U.S. Patent Document		Name of Patentee	Publication Date MM-DD-YYYY	Relevant text or Figs.
		Number	Kind Code			
PP	AA	5,956,687		Wamsley	09-21-1999	
	AB					

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS

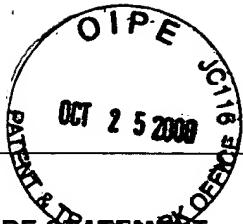
Examiner Initials	Cite No.	AUTHOR, title, magazine, date, pages, publisher, city where published	Trsl. (✓)
MM	CA	Vignette Press Release, April 11, 2000 (one page)	
MM	CB	Brightware Answer/Classify Product, October 1999 (three pages)	
MM	CC	Echomail XIVA technology, www.interactive.com/flash/products/technology.html (one page)	
MM	CD	Kana Classify, February 2000 (two pages)	TC
MM	CE	Card Systems eCardSMART Exceptions Management System Press Release, February 9, 2000 (two pages)	1700
MM	CF	www.onlinemediators.com, printed April 3, 2000 (eight pages)	SIP - 5/2000
MM	CG	www.squaretrade.com, printed April 18, 2000 (two pages)	MAY 2000
MM	CH	American Express, Online Merchant Services, Resolve Disputes, printed April 23, 2000 (one page)	APRIL 2000
MM	CI	www.ugetheard.com, printed May 3, 2000 (eight pages)	MAY 2000

Examiner Signature	Joh V Hayes	Date Considered	10/8/2001
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INFORMATION DISCLOSURE STATEMENT <small>ENTITLED TO THE INFORMATION DISCLOSED</small>	Application No. 09/543,049 Filing Date April 5, 2000 Inventor Brenda Pomerance Group Art Unit 2768 Examiner TBA Atty. Docket No. BRENDA 5
Sheet 1 of 1	

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Examiner Signature	<i>Joh R - Hayes</i>	Date Considered	10/10/01
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INFORMATION DISCLOSURE STATEMENT

Sheet 1 of 1

Application No.	09/543,049
Filing Date	April 5, 2000
Inventor	Brenda Pomerance
Group Art Unit	2768
Examiner	TBA
Atty. Docket No.	BRENDA 5

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U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	U.S. Patent Document		Name of Patentee	Publication Date MM-DD-YYYY	Relevant text or Figs.
		Number	Kind Code			
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JK	AB	5,826,250		Trefler	10-20-98	
JK	AC	5,495,412		Thiessen	02-27-96	

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Examiner Initials	Cite No.	Foreign Patent Documents			Name of Patentee or Assignee	Publication Date MM-DD-YYYY	Relevant text or Figs.	Trsl. (✓)
		Office	Number	Kind Code				
BA								
BB								

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	AUTHOR, title, magazine, date, pages, publisher, city where published	Trsl. (✓)
JK	CA	icourthouse web pages: Be A Juror, Rules of Procedure, Press Release dated November 8, 1999, total of 5 pages, printed March 16, 2001	
JK	CB	KATSH, Ethan and RIFKIN, Janet, <i>Online Dispute Resolution</i> , Jossey-Bass, 2001, pages 54-57, 106-107	

Examiner Signature	<i>John V. Hayes</i>	Date Considered	10/10/01
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